

Tender No:- 3(36)/2010-11/G.H.

Ministry of Science & Technology
Department of Science & Technology
(DST)

Technology Bhavan
New Mehrauli Road
New Delhi-110 016

Tender Document

For

**CATERING AND HOUSEKEEPING, SERVICES CONTRACT AT
COMMON GUEST HOUSE, VIGYAN SADAN, R.K.PURAM, SECTOR 10,
NEW DELHI-110022**

Price: Rs 500.00
(Those who download the tender document from
Website should enclose a DD for Rs 500.00
towards cost of tender)

INTRODUCTION

The Common Guest House, Vigyan Sadan Transit Hostel Complex, R.K.Puram, Sector 10, New Delhi 110022, is a common guest house & Transit Hostel of the Department /Organizations under the Ministry of Science and Technology (DST), Department of Scientific and Industrial Research (DSIR), India Meteorological Department (IMD), Defence Research and Development Organization (DRDO), Department of Biotechnology (DBT), Department of Ocean Development (DoD), Ministry of Information Technology (MIT), and Ministry of Environmental and Forest (MoEF). The Department of Science and Technology (DST) is the nodal department for arranging common services etc. in respect of Vigyan Sadan Transit Hostel Complex. The Transit Hostel is 7 storied building, each floor is occupied by the various department and hostels are allotted to the officers of the concerned department. The common Guest House consists of total 14 rooms, of which 9 rooms are at first floor, 5 rooms are at 3rd floor with separate attached toilet cum bath rooms. One out of the 14 rooms on the first floor is being used as Reception/Kitchen and Common Room. Out of balance 13 Rooms, one is being used by the staff as their rest/living room. One room has a provision for stay of 4 officers at a time and the other 11 rooms have provision for stay of 2 officers at a time. In a nutshell the guest house for which tender for Catering and House keeping invited has a capacity of 24 guests at a time. The kitchen is located on the 1st floor. The cooking facilities for the officers staying in the guest house are required to be maintained in the above mentioned kitchen. The no of persons for whom food with have to prepared and served will depend on the occupancy of the rooms. The no may not be fixed and can vary. Cleaning and sweeping work will be carried at Ground including Parking area+ 7 floors in common area i.e. corridors galleries circulation area (not inside the hostel allotted to the officers). Detailed Scope of work in mentioned in the relevant Para.

Ministry of Science & Technology
Department of Science & Technology
10, Technology Bhavan New Mehrauli Road Road
New Delhi-110 016

Tender No:- 3(36)/2010-11/G.H.

Dated 22/06/2011

TENDER NOTICE FOR Housekeeping & Catering Services

Department of Science & Technology (DST) invites sealed tenders under **two-bid** system from reputed and experienced agencies for providing Housekeeping, and Catering Services at the DST Guest House/Transit Hostel at Vigyan Sadan Sector 10, R.K. Puram, New Delhi. The bids in Sealed Cover-I containing "Technical Bid" along with bid security (EMD) and Sealed Cover-II containing "Financial Bid" should be placed in a third sealed cover super scribed "Tender for Housekeeping and Catering Services" and should **reach at above mentioned address before 1500 hrs on or before 15/07/2011.**

The Detailed tender document and draft agreement can be obtained from the Section Officer (Admin II-B), DST, Technology Bhavan on furnishing of DD/ Pay order/ Banker's Cheque of Rs.500/- (Rupees five hundred only) in the name of DDO, DST, New on any working day between 1000 to 1700 hrs or can be downloaded from the Department website <http://dst.gov.in> or Govt. of India tender portal <http://tenders.gov.in> and used for submitting the bids. Those who download the tender document from website should enclose an additional DD for Rs 500.00 along with their tender bid in the Cover-I "Technical Bid.

Detailed Tender Document can be seen at our above mentioned website.

(B.K.P. Angam)

Under Secretary to the Govt. of India

TENDER DOCUMENT
DEPARTMENT OF SCIENCE AND TECHNOLOGY

QUOTATION FOR PROVIDING HOUSEKEEPING AND CATERING SERVICES
AT COMMON GUEST HOUSE, VIGYAN SADAN, R.K.PURAM, SECTOR 10,
NEW DELHI-110022
TECHNICAL BID

(In separate sealed Cover-I superscribed as **Technical Bid**)

1.Name & Address of the Tenderer Organization/ Agency with phone number, fax number, e-mail etc	
2.Name and designation of contact person with telephone/mobile number etc	
3. Experience in the work of providing Housekeeping and Catering Services (separately for housekeeping and catering services). Particulars of experience (Attach certificates, testimonials). This shall cover the details of works of similar nature, approximate magnitude and duration carried out and/or on hand for last 3 years along with a certificate from the agency where the job was carried out in the following format	

Sl.No.	Name of Organization With complete address and telephone numbers to whom services provided	Period From To	Contracted Amount (Rs per month)	Reason for Termination
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4. Organizational details : a) Set-up of your Organization, clearly indicating details of managerial, supervisory and other staff, also indicate the number of muster roll staff available for performing this service: b) Is the establishment registered with the Government; please give details with document/evidence. c) Do you have labour license. Please provide details and attach a copy. d) Undertaking of the Agency confirming the availability of the adequate manpower of requisite qualification and experience for deployment at Vigyan Sadan Guest House.	
4. Are you covered by the labour Legislations, such as, ESI, EPF, and Gratuity Act etc.	

5. Please give EPF No: ESI Code: Gratuity Act Regn. No:	
6. Are you governed by Minimum Wages Rules of the Govt of Delhi. If yes, please give details	
7. Please attach copy of last return of Income Tax	
8. Please attach balance sheet of the company, duly certified by Chartered Accountant for last 3 years.	
9. PAN No. (Please attach copy)	
10. VAT No. (Please attach copy)	
11. Trade Licence No. (Please attach copy)	
12. Service Tax Registration No. (Please attach copy)	
13. Acceptance of terms & conditions attached (Yes/No). Please sign each page of terms and conditions as token of acceptance and submit as part of tender document	
14. Power of Attorney/authorization for signing the bid documents	
15. Please submit an undertaking that no case is pending with the police/Legal proceedings in court of Law against the Proprietor/firm/partner or the Company (Agency). Indicate any convictions in the past against the Company/firm/partner	
16. Details of the DD/Pay Order of Rs 50,000.00 towards EMD and a DD for Rs 500/- in case tender document is downloaded from DST website. DD/PO No. Date: Drawn on:	

Declaration by the Tenderer :

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Encls: 1. DD/Pay Order No. _____

2. Terms & Conditions (each page must be signed and sealed)

3. Financial Bid.

(Signature of Tenderer with seal)

Name:

Seal:

Address :

Phone No (O) :

F-1 HOUSE KEEPING /CATERING SERVICES

Following manpower shall be deployed by the firm for smooth running of the Guest House is essentially required:-

S No	Description	No. Of Personnel	Remark(if any)
A	For Catering and House Keeping (For Guest House)		
1.	CareTaker/Supervisor	1	
2.	EPABX Operator Cum Receptionist (Round the clock)	1	
3.	Service Boys including Helpers, cook/ chef, Room attendant etc.	8	
4.	Plumber/electrician/plumber (Each)	1/4 day daily	
B.	For Cleaning and Sweeping.(For circulation area , of all 6 floors including common area & premises of Vigyan Sadan Transit Hostel Complex .		
1.	Supervisor/Head Sweeper	1	
2.	Service Boys i.e. Sweeper/Cleaners,	3	

*Break-up of the rate for each of the above item should be provided along with the copy of the Govt Order on Minimum Wages to facilitate revision of rate whenever minimum wages are revised by the Govt.

Declaration by the Tenderer :

This is to certify that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Note: i) No other charges would be payable by DST.

ii) There would be no increase in rates during the Contract period except for provisions under the terms and conditions of the contract.

(Signature of Tenderer with seal) and Date

Name:

Seal:

Address (With phone no.):

FINANCIAL BID

(In sealed Cover-II super scribed "Financial Bid")

F-2

S No	Description	No. Of Personnel	Rate for services (Bundle price) per month in Rs.	Remark if any
1.	Providing, CATERING AND HOUSEKEEPING SERVICES including Miscellaneous Cost of materials (Laundry of linen, towels, dry cleaning of sofas, mosquito repellents, liquid and spray, providing soap/liquid soap & shampoo in bathrooms/toilets, disposable glasses/ paper plates etc. liquid disinfectant (Phenyl), floor cleaner and all other materials and services as per tender document of approved quality) to meet all requirements as per terms and conditions	Man power as mentioned in F-1(A)		
2.	Providing Cleaning & Sweeping of circulation area, of all floors including premises of Vigyan Sadan Transit cum Guest House complex, including Miscellaneous Cost of materials liquid disinfectant (Phenyl), floor cleaner and all other materials and services as per tender document of approved quality) to meet all requirements as per terms and conditions	As per as mentioned in F-1(B)		
3.		TOTAL OF 1&2		

Declaration by the Tenderer :

Certified that I/We before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Note: i) No other charges would be payable by DST.

ii) There would be no increase in rates during the Contract period except for provision made under the terms and conditions of the Contract.

(Signature of Tenderer with seal)

Name:

Seal:

Address :

Phone No (O) :

Date:

Food Arrangements

Rates for Food Items

S.No	Items as per details given in Menu	Rates	Remark If Any
1	Rates of individual items as mentioned in Menu* as appended IV , must be indicated by the Bidder. (The payment for food provided by the Firm will be charged from the Guests and will be kept by the firm.)		The rates indicated for food will not be part of the financial bid, the provision for rate is made only for monitoring purpose.

The rates shall include the cost of manpower (including trained chef and catering staff), raw materials including tea kit, canteen services, fuel, cooking equipment, utensils, and crockeries etc. No other charges will be paid. Exclusive manpower shall be deployed for catering operations. No manpower from housekeeping shall be diverted to catering.

Declaration by the Tenderer :

This is to certify that I/We, before signing this tender have read and fully understood all the terms and conditions contained herein and undertake myself/ourselves to abide by them.

Note: i) No other charges would be payable by DST.

i) There would be no increase in rates during the Contract period.

* Refer to Menu Items

(Signature of Tenderer with seal)

Name:

Seal:

Address :

Phone No (O) :Date:

(To be made on Rs 100.00 Non-Judicial Stamp Paper)

DRAFT AGREEMENT

This agreement is made on _____ day of _____ Two thousand Eleven between Department of Science & Technology (DST) Technology Bhavan New Mehrauli Road New Delhi 110016 , as one part, hereinafter called DST' and M/s _____ having its registered office at _____ hereinafter called the 'Agency' for providing House keeping and Catering services on the other part.

WHEREAS the DST is desirous to engage the Agency for providing House keeping, Catering Services & Cleaning & Sweeping **AT COMMON GUEST HOUSE, VIGYAN SADAN, R.K.PURAM, SECTOR 10, NEW DELHI-110022** on the terms and conditions stated below:

1. The Agency shall be solely responsible for compliance to provisions of various labour, Industrial and any other laws applicable and all statutory obligations, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI, insurance etc relating to House keeping and Catering Services personnel deployed in DST. The DST shall have no liability in this regard.
2. The Agency shall be solely responsible for any accident/medical/health related liability/compensation for the personnel deployed by it at DST Guest House. The DST shall have no liability in this regard.
3. Any violation of instruction/agreement or suppression of facts will attract cancellation of agreement without any reference or any notice period.
4. The contract can be terminated by giving two months notice on either side.
5. In case of non-compliance with the contract, the Department reserves its right to:
 - a) Cancel/revoke the contract; and/or
 - b) Impose penalty up to 10% of the total annual value of contract.
6. Security deposit equal to 10% of the Annual contract value (refundable without interest after three months of termination of contract) in the form of Pay Order/Demand Draft or Bank Guarantee shall be furnished at the time of signing of the Agreement.
7. The Agency shall be fully responsible for timely/ monthly payment of wages and any other dues to the personnel deployed at DST Guest House.
8. The House keeping and Catering Services personnel deployed by the Agency will not claim to become the employees of DST and there will be no Employee and Employer relationship between the personnel engaged by the Agency for deployment in DST.
9. There would be no increase in rates payable to the Agency during the contract period except reimbursement of the statutory wages as may be revised by the Govt.

10. The Agency agrees to comply with annexed Terms and Conditions and amendments thereto from time to time.

11. Decision of the Department (DST) in regard to interpretation of the Terms and Conditions and the Agreement shall be final and binding on the Agency.

12. In case of any dispute between the Agency and DST, DST shall have the right to decide.

THIS AGREEMENT will take effect from _____ day of _____ and shall be valid for one year, which may be extended for 3 years, but renewal of the same will be on year to year basis subject to satisfactory performance.

IN WITNESS WHEREOF both the parties have set and subscribed their respective hands with their Seal in New Delhi in the presence of the witness:

Department of Science & Technology (DST)

Technology Bhavan New Mehrauli Road New Delhi 110016

Witness:

1.

AGENCY Witness:-

1.

2.

2.

GENERAL INSTRUCTIONS

1. The Contract concluded as a result of this Tender Inquiry shall be governed by the 'Terms & Conditions' and other relevant instructions as contained in this Tender Document.
2. The prices/rates quoted should be indicated in words as well as in figures and in INR only.
3. Tenderers are requested to quote their prices only on firm & fixed basis. Tenders received with prices quoted on variable basis shall be rejected straightaway.
4. Tenders are invited in two bid system.
5. Each page of the ATI should be signed in ink at the Bottom by the Authorized signatory of the tenderer in token of acceptance of all the terms & conditions given in the Tender.
6. Quotations qualified by such vague and indefinite expressions such as "subject to prior confirmation", "subject to immediate acceptance" etc. will be treated as vague offers and rejected accordingly.
7. Tenderers are requested to enclose a copy of their valid certificate of PAN No. with their tender.
8. Tenderers are requested to enclose a copy of their valid sales tax certificate/ VAT registration number.
9. Tenders received without DD/Pay Order of Rs. 500/- towards, Tender fee, EMD amount other than DD or Pay Order/Banker's Cheque/Bank Guarantee in the name of DDO, DST, New Delhi, will not be considered at all.

10. All tender documents attached with the invitation of tender are sacrosanct for considering any offer as a complete offer. Tenderer are, therefore, requested to ensure that all documents duly completed and signed are returned with their offer, failing which, the tender is liable to be treated as incomplete and ignored.

11. Tenderers may note that if the date of tender opening given in this Tender Document is declared a closed holiday by the Central Government, the tender shall be opened on the next working day at the same timing. In such an event the closing hours for receipt of tenders in DST will stand automatically extended up to 1500 hours of the next working day in the Central Government offices.

12. Tenders received late/ delayed due to any reason whatsoever will not be accepted under any circumstances. In the event of any confusion, the time set in the clock in the room of Under Secretary (Admn.II-B) will be taken as standard and decisive.

14. Tendering firms are at liberty to be present or authorise a representative to be present at the opening of the tender at the time and date as specified in the Schedule. The name and address of the representative authorised to attend the opening of the tender on behalf of a tendering firm should be indicated in the Tender. The representative so deputed should also bring with him a letter of authority from the firm for having been authorised to be present at the time of opening of tender. The name and address of permanent representative of the firm, if any, should also be indicated in the tender.

15. The sealed tender should be dropped in the Tender Box of Admn. II B Section situated near Reception Room at the entrance of Technology Bhavan, New Mehrauli Road, New Delhi.

TERMS & CONDITIONS OF CONTRACT
(Annexure to Agreement)

A. Information relating to submission of Bids

1. Tenders are invited for providing Housekeeping, Catering services and Sweeping and cleaning as mentioned in this document by the Department of Science & Technology located at 10 Technology Bhavan New Mehrauli Road New Delhi for providing above mentioned services at COMMON GUEST HOUSE, VIGYAN SADAN, R.K.PURAM, SECTOR 10, NEW DELHI-110022 from the agencies that fulfill the criteria given below.
2. The period of contract under the scope of work shall be for 12 months, which can be further extended by mutual agreement on yearly basis up to 36 months depending on performance of the Agency and at the discretion of DST.
3. The tender document containing eligibility criterion, scope of work, terms & conditions and draft agreement can be purchased from DST from 23/07/2011 to 15/7/2011, on any working day between 1000 hrs and 1700 hrs on payment of non refundable charges of Rs 500/- only or can be downloaded from DST website. Those who download the tender document from Website should enclose a DD for Rs 500/- along with their bid in the Cover-I containing Technical Bid.
4. The interested agencies are required to submit the technical and financial bid separately in the format enclosed. The bids in sealed Cover-I containing "Technical Bid" and sealed Cover-II containing "Financial Bid" should be placed in a third sealed cover superscripted "Tender for Housekeeping and Catering services" to reach DST 10 Technology Bhavan New Mehrauli Road New Delhi before 1500 h on or before - The technical bids shall be opened on the same day at -----at DST in presence of the bidders or their authorized representatives who choose to remain present.
5. All the pages of the tender should be signed by the owner of the firm or his Authorized signatory. In case the tenders are signed by the Authorized signatory, a copy of the power of attorney/authorization may be enclosed along with tender.
6. A copy of the terms and conditions shall be signed on each page and submitted with the technical bid as token of acceptance of terms and conditions.
7. The bidder shall pay Bid Security (EMD) of Rs 50,000.00 (Rupees Fifty thousand only) along with the technical bid by Demand Draft in favour of **Drawing and Disbursing Officer DST** payable at Delhi "drawn on any Nationalized Bank/Scheduled Bank. Bids received without Earnest Money deposit (EMD) shall stand rejected and thus shall not be considered for evaluation at any stage.
8. The bid security (EMD) shall be returned to the unsuccessful bidders after finalization of contract without any interest.

9. As a guarantee towards due performance and compliance of the contract work, the successful bidder (agency) will deposit an amount equal to 10% of Annual Contract value towards Security Deposit by way of demand draft in favour of "**Drawing and Disbursing Officer DST** payable at Delhi "drawn on any Nationalized Bank/Scheduled Bank.
10. The EMD deposited by successful agency will be adjusted towards Security deposit as mentioned above. If the successful bidder fails to furnish the difference amount between Security Deposit and EMD within 30 (thirty) days after the issue of Letter of Award of Work or does not comply with other requirements for start of the contract, his bid security (EMD) shall be forfeited unless time extension has been granted by DST.
11. The bid shall be valid and open for acceptance of the Competent Authority of DST for a period of 90 days from the date of opening of the tenders.
12. In case two or more agencies are found to have quoted the same rates, the Competent Office reauthorized by DST shall decide about the agency to which the offer shall be granted based on the report on the past performance of the firm, and length of experience etc. The decision of the Competent Authority shall be final.
13. The quoted rates shall not be less than the minimum wages of Govt of NCT/Delhi and shall include all statutory obligations. The rate quoted should be consolidated and inclusive of Income Tax, Employer EPF contribution, ESI contribution etc, bonus, insurance, leave salary and any other applicable statutory contribution.
14. DST shall reimburse the Agency to the extent of the amount of variation arising out of the upward revisions in minimum wages as per Labor Commissioner of any Govt either state or central above the rates mentioned in the contract and derived statutory obligations thereof provided the documentary evidence is produced by the Agency making such payments to that extent only.
15. DST reserves the right to accept or reject any or all bids without assigning any reasons. DST also reserves the right to reject any bid which in its opinion is non responsive or violating any of the conditions/specifications without any liability to any loss whatsoever it may cause to the bidder in the process.
17. Financial bids of only those agencies will be opened who qualify in the Technical bids.
18. The tender document is not transferable under any circumstances.
19. A Pre Bid Meeting will be held on -----at DST premises for providing clarifications, if any, to the intending bidders.
20. Lowest Bidder will be considered/ taken on the basis of rates quoted by the bidder in Financial Bids.
- 21 All cost incurred in connection with submission of bids like preparation, submission, mailing, any personal visits for seeing the location, attending pre bid meeting, submitting the bids personally,

subsequent processing etc shall be borne by the bidder. DST will not be responsible / liable for the same regardless of the outcome of the tendering process.

22 Near relatives of the employees of DST are prohibited from participation in this tender. The near relatives for this purpose will include:-

- (a) Members of a Hindu Undivided Family:
- (b) Husband or wife and Father, Mother, Son(s), Son's wife(daughter-in-law), Daughter(s) & daughter's husband (son-in-law), brother(s)& brother's wife, sister(s) and sister's husband(brother-in-law)

23 Intending tenderers should visit the site and satisfy themselves of the existing conditions before submitting their bids. Entire onus in this regard devolves on the quoting firm. Any excuse or misunderstanding in future on this account shall not be reckoned as a ploy to alter the prices or scope of quotation in the tender.

24 The Contractor shall not be authorized to sublet or transfer the contract to any other party.

25.If at any time during the continuance of this Contract, the performance in whole or in part by either party of any obligation under this contract shall be prevented or delayed by the reasons of any war, hostility, acts of the public enemy, epidemics, civil commotion, sabotage, fires, floods, explosion, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to "as such acts") provided notice of happening of such event is given by one party to the other within 21 days from the date of occurrence thereof, neither party shall be by reasons of such event, be entitled to terminate this contract nor shall either party have any claim for damages against the other in respect of such non-performance or the delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist, and the decision of the Secretary as to whether the deliveries have been so resumed or not, shall be final and conclusive, PROVIDED FURTHER that if the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such event for a period exceeding 60 days, either party may at its option terminate the contract provided also that the purchaser shall be at liberty to take over from the Supplier at a price to be fixed by Secretary, which shall be final, all unused, undamaged and accepted material, bought out components and stores in the possession of the supplier at the time of such termination or such portion thereof as the Purchaser may deem fit excepting such materials, bought out components and stores as the supplier may with the concurrence of the purchaser elect to retain.

26.EMD will be returned to the unsuccessful bidders immediately after award of the Contract to successful bidders. Successful Bidders awarded the Contract will have to submit a Performance Security of 10 % of basic cost by way of a Demand Draft or in the form of a Bank Guarantee from any Nationalized

Indian Bank within 10 days of the award of the Contract. The format for such purpose will be provided by DST along with the Contract. In case of failure on the part of the Service Provider awarded the Contract to comply with the request of Performance Security, EMD furnished with the Tender by such firms shall stand forfeited.

27 Individual signing the tender or other documents connected with contract must specify the capacity in which the tender documents are signed as:

- a) A 'sole proprietor' of the concern or constituted attorney of such sole proprietor;
- b) A partner of the firm, if it be a partnership firm, in which case he must have authority to execute contracts on behalf of the firm and to refer to arbitration disputes concerning the business of the partnership either by virtue of the partnership agreement or by a power of attorney duly executed by the partners of the firm.
- c) Director or a principal officer duly authorized by the board of Directors of the Company, if it is a company.

NOTES:

In the case of partnership firms, a copy of the partnership agreement, or general power of attorney duly attested by a Notary Public, should be furnished on stamped paper duly sworn or affirmed by all the partners admitting execution of the partnership agreement or the general power of attorney. The attested copy of the certificate of registration of firm should also be enclosed along with the tender.

A person signing the tender form or any documents forming part of the tender on behalf of another person should have an authority to bind such other person and if, on enquiry it appears that the persons so signing had no authority to do so, DST may, without prejudice, cancel the contract and hold the signatory liable for all costs, consequences and damages under the civil and criminal remedies available.

28. The tenderer **should sign & stamp with his Company seal each page of the tender and all its**

Annexure. NO PAGE SHOULD BE REMOVED /DETACHED FROM THE TENDER DOCUMENT

B. Eligibility criteria for Tendering

1. The Bidder may be a proprietary firm, Partnership firm, Limited Company, Corporate body legally constituted, who possess the required licenses, registrations etc as per law valid at least for 12 months from the date of the opening of tender.
2. The tenderer shall have experience of providing Housekeeping and Catering service for last 3 years ending 31st march 2011.
3. Having successfully completed 3 similar works costing not less than Rs 8 lacs per year (with individual component of Housekeeping and Catering separately costing minimum Rs 3 lac) in the last three years.

Or

Having successfully completed 2 similar works costing not less than Rs 10 lacs per year (with individual component of Housekeeping and catering separately costing minimum Rs 4 lac) in the last three years.

Or

Having successfully completed 1 similar work costing not less than Rs 15 lacs per year (with individual component of Housekeeping and Catering separately costing minimum Rs 6 lac) in the last three years.

4. Average Financial Turnover during the last 3 years, ending 31st march 2011 should be at least Rs 15 lac per year.

Documentary evidence to be provided duly attested by CA.

5. The bidder should have an office in proximity of Delhi/NCR .

6. The bidder shall have the following Registrations and details of the same be provided in the Technical Bid:

a) PF Registration

b) ESI Registration

c) Service Tax Registration

d) Valid License, issued by Regional Labor Commissioner, Govt of India.

C. Scope of Work:-

Providing Housekeeping and Catering Services at **AT COMMON GUEST HOUSE,VIGYAN SADAN, R.K.PURAM, SECTOR 10, NEW DELHI-110022.**

C-1 Scope of House Keeping Services and related terms & conditions

The Agency shall provide House Keeping, Upkeep, Maintenance of Common Guest House, including Main Building , corridors(all 7 floors ground +6, staircases, open areas and terraces as per details given below.

1. In and around main Guest House Building building, corridors/Galleries of all 7 floors of Hostel and Open Area not covered under Horticulture

a) All areas of the main Guest House and Hostel building. Currently not in regular use are also to be cleaned and maintained as and when desired by DST.

b) All areas of 14 Guest House rooms, NATMO Room, Survey of India Room including Reception Area Cafeteria, kitchen & Dinning Hall etc

c) Corridor areas, Stair cases and Terrace area of main building of Guest House/Hostel Hostel

d) Roof Top Water Tanks and Water Storage Tanks (Underground)

e) Stores, Washing Room, Managers office Room etc

f) All Open areas, pavements, Pucca areas inside the premises of Guest House campus.

g) All areas surrounding the boundary wall of Common Guest House including footpath on the front side, outside the guest house .

(h) Brooming, mopping/wiping of corridor, floors and common passage with good quality phenyl from ground floor to seventh floor of Vigyan Sadan building residential and hostel on every day (two times in a day) including Cleaning, brooming of outer area of Vigyan Sadan & inner area of lifts on daily basis.

(i) Accumulating of garbage at site on everyday basis.

2. Cleanliness

a) The Agency shall ensure cleaning work including sweeping of floor, wet floor cleaning and dusting of wall, doors and windows from inside and out side, ceiling, staircase, dusting of Venetian blinds, cleaning of tables, chairs and. cupboards, removing cobweb in building covering floor, ceiling, side balconies, corridors, stair cases and terrace in all the

buildings on a regular basis.

b) The Agency shall arrange to wipe the glass panels, doors & windows from inside & outside, window pans/glass door panels, including Cafeteria and Kitchen inside and outside to ensure marks free appearance.

c) Cleaning of the entire area of Guest House premises including all toilets in Guest House and toilet at ground floor, kitchen, dining hall, stores, pantry rooms (if any), the areas where the catering services provided in the main building shall be the responsibility of the Agency. Cleaning shall be done with approved material manually or by using Mechanized equipments like vacuum cleaners, scrubbing machine and carpet shampooing machine etc.

d) Furniture, fixtures, exhaust fans, ceiling fans etc. to be cleaned regularly without causing any damage to their exteriors, polish, finish, paint etc so that they appear always clean and dust free.

e) The Agency shall ensure cleaning/wiping on regular basis to ensure dust free and clean environment.

f) The Agency shall ensure that the floors and carpet area are cleaned and polished with suitable cleaning material on a regular basis or as and when required as informed by DST. In no case acid will be used for cleaning purposes.

g) The Agency shall clean the terrace of the building on weekly basis.

h) The Agency shall arrange to clean all areas covered by furniture and other items by removing the same at least once in a month to avoid accumulation of dust.

i) The Agency shall ensure cleaning and wiping the toilets daily and the washbasins at least thrice a day to ensure neat and dry environment. The Agency shall not use any type of acid to clean the toilets. However, the Agency shall use reputed brand cleaner approved by DST for wiping steel pipes/water taps etc.

j) The Agency shall also arrange to ensure mopping of the floors in the Corridor regularly or whenever required to provide a dust free (including foot marks free) flooring.

k) The Agency shall ensure sweeping of the open area to provide neat and clean atmosphere.

l) The Agency shall arrange to clean the area where water fountain arrangement is made along with flow of water, in such a way that the water flow is smooth, neat and clean, free from dirt and foul smell.

3. General Maintenance (includes All areas)

a) Proper and regular care and safe maintenance of fittings, fixtures, electronic equipments, furniture and all other items will be the sole responsibility of the Agency.

b) Any damage and/or loss caused to any equipment/fittings, etc. either by the Agency himself or by any of his employees shall be repaired/replaced by the Agency or compensated by the Agency at his own cost immediately without any burden on DST.

c) The Agency shall arrange all type of cleaning/Maintenance equipment and such of those special equipments and apparatus required for maintenance of the premises, open areas, terrace areas etc. at his cost.

d) All equipment and items handed over to the Agency shall remain at the risk and in the sole charge of the Agency. The Agency shall be responsible *for* any loss or damage *thereto*, arising from *any* cause other than the accepted risks and shall deliver in its proper condition at the time of expiry of the agreement. An inventory of these items will be made out and signed by the Agency and DST's representative.

e) The Agency shall provide house keeping and maintenance services in the Hostel viz., managing the reception, check-in and check-out formalities, cleanliness, upkeep and maintenance *of* hostel rooms, terrace, and common open area of the hostel including all allied services to the guests.

4. Quality Maintenance:

a) The reputed brands of the items/materials/consumables for use shall be procured with the approval of DST.

b) The Agency shall maintain the entire premises including administrative building, dining hall, kitchen, cafeteria, Working place and Pantry rooms in proper and hygienic condition to the satisfaction of DST.

5. Operation

a) The Agency shall ensure cleaning of the rooms in the administrative building, adjoining roads, pavements, footpath, lawns, area inside and outside the boundary wall by 07:00 a.m. daily. The Agency shall also be ready to clean the rooms prior to 08.00 a.m. on any day, if required by DST.

b) The Agency shall provide the services for upkeep and maintenance round the clock. The Agency for the purpose may schedule deployment of personnel on flexi time/shift basis in consultation with DST.

c) The Agency shall prepare and submit a physical verification of items in a prescribed format every quarter.

d) The Agency shall nominate one of its employees/senior representatives as authorized representative for regular interaction with DST for smooth operation and implementation of the contract.

f) Disposal of Waste/garbage

- i) The Agency shall ensure disposal of the collected waste on a daily basis. Accumulation of garbage/waste in premises will not be acceptable and should never be kept overnight in the Guest House premises. It shall be the responsibility of the Agency to segregate and dispose off garbage at least twice in a day and/or at any time when garbage is accumulated in a larger quantity than the capacity of dustbin/garbage drum at his own cost and as per prescribed norms / practice by the local Authority, if any.
- ii) Dust, waste materials shall be collected in proper bins and disposed of immediately. Plastic bags shall be used in all the dust bins in the premises, Cafeteria etc for easy collection and disposal; so that the dust bins are maintained neat & clean and in a hygienic condition.
- iii) The Agency shall use big size black colored plastic carry bags to carry the garbage/dust/waste material in a trolley for disposal purpose.
- iv) The Agency shall arrange trolleys/transportation arrangements etc for disposal of waste material/garbage, malba, minor building rubbish, earth, etc., to be disposed off beyond the premises up to authorized Municipal dumping yard/ground etc at its own cost.
- v) The Agency shall ensure collection of dry leaves, unwanted weeds, dead animals and insects, etc. lying in the open area in a polythene bag for disposal.

6. Inspection -

- a) The Agency shall maintain in the prescribed format on a daily basis a checklist for the upkeep and maintenance of DST as given in **Appendix I & Appendix II** respectively to be submitted to DST as prescribed.
- b) The Agency shall maintain in the prescribed format on a daily basis a checklist for the upkeep and maintenance of Hostel as given in **Appendix III** respectively to be submitted to DST as prescribed.
- c) DST will check the upkeep and maintenance on a regular basis. Check list for the purpose will be maintained by the Agency, which shall be submitted to the DST as prescribed.
- d) The Agency shall allow Labour Inspector for inspection and shall abide by all laws applicable.
- e) The Agency shall prepare and submit a physical verification of items in a prescribed format every quarter.

7. Maintenance of Building:

- i) The Agency shall ensure that all the rooms, toilets in Guest House, Dining halls, corridors, terrace balconies and service areas properly cleaned and dusted by 7:00 am daily.
- ii) The Agency shall spray room fresheners of the approved quality by 7:30 am in all the rooms and subsequently as required during the day.
- (iii) Minor Repair Works related to water supply. Leakage in pipes, replacement of fixtures with the approval of the DST in side the toilets shall be the responsibility of the agency, for smooth functioning and to avoid inconvenience to the guests with out charges. However major works will be carried out by DST.

(iv) Repair of minor electrical fault inside the rooms/ corridor will be carried out by the firm with out charging. How ever major repair will be carried out by DST/CPWD out side room

.8. Reception Services :-

a) The Agency shall manage reception by deploying a receptionist who is at least graduate, shall be computer proficient with good command In English & Hindi.

b) The Receptionist shall guide the guest to their desired destinations and coordinate with them, act as telephone operator, provide information asked by Guests and perform all other jobs assigned by DST.

c) The Agency shall keep a Complaint/Suggestion Book at Reception to record complaints/suggestions on services rendered by DST and such complaints shall be taken note of and acted upon immediately. All Complaints made by the Guests/visitors must be brought to the notice of DST along with details of actions taken.

d) Reception service shall be operated by the Agency through the Supervisors. The Agency shall operate local calls telephone facility in the Reception with out charges for the guest.

e) The Agency is required to provide assistance services round the clock on a three shift basis to all the guests. The services include carrying the bags/baggage of the guests from Gate/Reception/Administrative building to the allotted room and at the time of checking in/out, without any payment.

f) The Agency shall place a set of newspaper (2 English, 2 Hindi) at the Reception

g) The Agency shall provide a Welcome kit, containing the following, in each room, to be placed in a presentable manner in the room at the time of check-in:

i) Welcome Letter

ii) Details about Delhi/NOIDA with places of interest

iii) Rate list for Taxi Charges including directory of near by Taxi Service providers as approved by DST.

iv) Telephone/Intercom Nos. details

v) Details of services and facilities available

f) The Kit will be arranged by the firm with the approval of DST.

12. Material for Guest House Accommodation in Rooms/Toilets.

a) The Agency shall provide the following toiletries on regular basis as per consumption in the toilets/ wash rooms etc

i) Liquid Soap including the container

ii) Paper Napkins/Towels

iii) Naphthalene Balls

iv) Air Fresheners in wash basins and Toilets

v) Toilet Paper Rolls

b) The Agency shall arrange to procure the consumable items/materials of best quality for providing house keeping, upkeep and maintenance services as approved by DST.

c) The Agency shall arrange all tools and tackles for cleaning, sweeping, wiping, scrubbing, polishing and washing in and around the area. The Agency shall also provide to workers required number of gumboots, rubber hand gloves, helmets, brushes, gunny bags and tools and tackles for protective sanitary and general cleaning.

d) The Agency shall arrange trolleys, etc. for carriage of materials like garbage, malba, minor building rubbish, earth, etc., to be disposed off beyond the premises up to Municipal bin/dumping yard.

e) Agency shall also arrange for all other equipments/materials not mentioned in the list or scope that may be required for providing house keeping and maintenance services in the Guest House premises at his own cost.

13. Provision of Potable Drinking Water

a) The Agency shall also ensure that potable drinking water of reputed brand requirement of all the Guest is met during their stay in the Guest House Premises.

b) Collection & distribution of water from the source to various consumption points is the responsibility of the Agency.

14. Room Services in the Guest House

- a) The Agency shall provide round the clock service in the Hostel rooms and premises to the guests.
- b) The Agency shall be responsible to keep room(s) ready in all respects daily and within reasonable time after the vacation of the room(s) by the guest(s). All linen shall be washed with clean water and soaps/ detergents, neatly packed and stored so that the linen are clean and soft.
- c) The Agency will also ensure that the linen is changed as and when requested by the guest(s).
- d) The Agency shall arrange to refill the drinking water Jugs placed in the rooms as per requirement and as and when requested by the guests.
- e) The Agency shall provide the following toiletries daily in the toilet/Room for each Guest(s):-
- Toilet Kit (Soap, Comb, Oil and Shampoo Sachets)
 - Mosquito Repellent of approved quality
 - Laundry Bag
 - One English Newspaper
- f) The Agency shall arrange tea/coffee on a daily basis when ever required by Guest on a tray in the rooms, the following for enabling the Guests to prepare *Tea/Coffee etc on payment basis*. :-
- i) 2 Tea bags
 - ii) 2 *Coffee* sachets
 - iii) 4 Sugar sachets
 - iv) 4 Milk sachets
 - v) 2 Sugar free Sachet (as per requirement)
 - vi) 2 sachets of biscuits (salty and sweet) containing 4 each
- g) The Agency shall provide two glass tumblers which are hygienically cleaned and wrapped, in the rooms.
- h) The Agency shall spray room fresheners at regular intervals or as requested by the guest.
- i) The Agency shall arrange for dry cleaning of blankets and washing of curtains once in three months or earlier based on need or on advice of DST. The Agency shall also ensure cleaning/shampoo washing of sofa sets/chairs once in 6 months or earlier.
- J) Towels/Bed sheets etc. shall be replaced whenever new guest arrives in a room and also on alternate days on a routine basis.

C-2– Catering services with in Guest House premises and related terms & conditions

The Agency shall provide Catering Services in Guest House premises, Dining hall & rooms as per details given below. The services like cleaning, maintenance, disposal of garbage, provisioning of Potable drinking water or other materials/ consumables etc already included in the above clauses are also applicable under the Catering Services. Meals will be provided at fixed rates as per the menu approved by DST. The details are given in appendix IV .

Scope of Catering Services

(i) The Agency shall provide catering services in the Dining Area and/or administrative building premises for the guests.

(ii) The Agency shall provide regular catering service to the guests/ participants in the dining hall or Guest House premises as per the following Menu/courses (details as per **Appendix IV**):

1. Bed Tea
2. Breakfast
3. Evening Tea
5. Lunch & Dinner
6. As and when required:
 - a. VIP Lunch/Dinner
 - b. High tea

(iii) The Agency shall provide varieties in Menu/Cuisine in consultation with DST and shall get the weekly menu approved from authorized officer of DST.

(iv) Agency shall provide adequate approved crockery and cutlery and table cloth, mats etc. of superior quality in the kitchen and dining halls.

(v)The Agency shall deploy chef and adequate catering staff, trained and well experienced to ensure timely, efficient and prompt service.

(vi)The Agency shall provide trained manpower services both in the dining hall and Kitchen.

(vii)The Agency may use the pantry rooms available in the Administrative building for the purpose.

a) Serving of potable drinking water from the source to the dispensers and water coolers placed in Guest House shall be the responsibility of the Agency.

b) The waiters/serving staff shall be well dressed, presentable, well-mannered

and trained. Adequate sets of uniform shall be provided by the Agency so that they can present themselves neat and clean daily.

c) The Agency shall arrange for such of those special equipments and apparatus if any required for cooking etc in the Cafeteria and Kitchen at his own cost

2 Personal Hygiene:

a) The Agency shall ensure that staff deployed in catering services is free from any infection or communicable diseases and arrange their regular Health check ups. The staff should trim their nails regularly and wear caps & gloves at the work place. Smoking, eating or chewing of Pan, tobacco/zarda/gutka etc, spitting is strictly prohibited.

3 Quality Maintenance:

a) The Agency shall be equipped to undertake Hygiene audit as per **Appendix V** on daily basis and report submitted to DST. DST will also undertake independent hygiene and quality audits as and when deemed necessary.

b) The eatables served by the Agency to the Guests shall be completely hygienic, free from any sort of adulteration or foreign ingredients etc. Dishes containing any foreign ingredient shall not be served.

d) Vegetarian and Non Vegetarian dishes shall be prepared and served separately.

e) All vegetables, fruits etc. used shall be fresh and shall not be rotten or overripe. The Agency shall be responsible for their hygiene and safety. Milk and milk products such as curd, yoghurt, cheese etc. shall be of good quality and should be prepared and served fresh. All the items being used shall be stored properly and used before the expiry.

6 operation

a) Normally, the timings for providing catering services as per Menu is given below:

Bed Tea in Room - 06.00 a.m. onwards

Breakfast - 08.00 a.m. to 09.00 a.m

Lunch - 01.00 p.m. to 02.30 p.m.

Evening Tea and Snacks - 05.00 p.m. to 06.00 p.m.

Dinner - 08.00 p.m. to 10.00p.m.

b) The Agency, however, shall be required to adjust/change the above timings as and when required depending upon the arrival/request of the Guests staying. It shall be ensured that tea/coffee is served steaming hot.

c) The Cafeteria/Kitchen shall remain open on all days.

7 Inspection:

a) DST will check the quality of grains, oil, vanaspati oil, atta (flour), fruits, vegetables and provisions used or stored in the store room for cooking. Any deficiency pointed out shall be promptly removed.

b) The Agency shall allow the food inspector/ DST Officer to inspect the foods items and services for their quality, as per prevailing rules and regulations. The Agency shall abide by all laws applicable.

c) The Agency shall submit in the prescribed format on a daily basis a check list for the maintenance of Catering Services as given in **Appendix VI**.

d) In case of dispute regarding the services, quality or the quantity of the foodstuff, snacks, tea etc. the decision of DST will be final and binding.

8 Maintenance of Cafeteria/Dining Hall

a) The Agency shall prepare and serve the breakfast/lunch/dinner, as per Menu, in a pleasing and presentable manner. White clothes and colored frill clothes required for covering the serving table and dining tables shall be provided by the Agency.

b) Table Mats shall be provided on white table cloth and maintained in a neat and clean condition.

c) Disposable paper napkins (of approved quality)/Cloth napkins shall be placed along with each plate for breakfast, lunch and dinner for dining purpose as well as small ones while serving soup, tea coffee, etc.

C-3 Provisioning of Certain Services on Payment basis

a) The Agency shall provide regular canteen service (Tea/Coffee/Lunch items/snacks) on mutually agreed rates/as indicated in the food menu to the Guest staying in the Guest House

- b) The Agency shall provide consumables like Biscuits/Snacks /Cold drinks/Juice/Tea/Coffee etc to guests on payment basis (not exceeding M.R.P.) as approved by DST whenever requested.
- c) The Agency shall provide other toiletries/cosmetic items of reputed brands approved by DST to the guest(s) on payment basis, whenever requested.
- d) The Agency, on request from the Guest(s) or from DST, shall arrange taxi on call basis from the Authorized service provider as per the applicable rates. The charges for the same shall be borne by the Guests.
- e) The Agency may also arrange Masonry, Carpentry, minor electrical services and minor painting/whitewashing works or any other miscellaneous works/services on cost basis with due approval of DST.
- f) The Agency shall provide other toiletries/cosmetic items of reputed brands to the guest(s) on payment basis, whenever requested.
- g) The Agency shall arrange for Laundry/Dry Cleaning/Shoe Shine facility for the Guests on payment basis, to be borne by the guests. The DST approved charges for the same shall be displayed.
- h) DST shall not be responsible for any amounts due to the Agency arising out of supply of any of the above service or material including foodstuffs supplied by him to any guests/unauthorized persons/ individuals.

D Terms & Conditions common to House Keeping and Catering

1. The Agency will be responsible for proper maintenance and safety of all furniture & fixtures, materials, goods, electronic items, stocks, books, periodicals, vehicles lying in Guest House premises, etc. The cost of missing items /shortages of stocks / materials etc. will be deducted from the monthly Payments / any others sum / deposit due to the Agency's.
2. The Agency will maintain its gadgets & equipments, etc. in good working conditions with all safety measures at its own cost and expenses. The Annual maintenance Charges of the equipments/gadgets, etc owned by the DST will be borne by the DST. However, the Agency will be responsible for its proper upkeep and regular maintenance.
3. The Agency shall devote his full attention to the work of house keeping and Catering and shall discharge its obligations under the agreement most diligently and honestly.

4. The Agency shall provide summer and winter uniforms, identity card, name badges and safety items/kits, shoes etc. to its employees, as required under law. And as per DST's instructions at his own cost and expenses. All personnel of the Agency will wear the same in clean condition While on duty. DST shall not pay any extra charges to the Agency against these items.
5. Uniform for various categories of workers to be provided by the Agency shall be decided in consultation with DST.
6. Desired level of cleanliness in the entire complex of the Guest House will be Maintained and for this all materials / instruments / tools etc. will be provided by the agency. The supervisor of the Agency will attend to complaints on urgent basis round the clock.
7. Instruments, etc to be provided in sufficient quantity (as decided by DST by the Agency may include the following:
 - a. Glass Cleaners
 - b. Vacuum Cleaner etc.
 - c. Washing Machine
 - d. Polishing Machine
 - e. Brasso/ Silvo/ Polishing Material etc.
 - f. Kit for plumbing operations
8. Specialized maintenance of all l rooms and bathrooms along with furniture, fixtures, mattresses, pillows, blankets, bathroom/ room/office room, linen, bathroom fittings, buckets, sanitary wares, brackets etc. will be ensured.
9. Beds in the rooms will be maintained with Bedcovers. Towels and bedroom linen will be changed on alternate days or earlier as may be decided by the DST. The Agency at its own cost will arrange washing of all linens, curtains including dry cleaning of blankets etc. wherever provided. Washing of Linen includes washing of Curtains, Bed sheets, Bed Covers, Pillow Covers, Towels, Sofa Covers etc. wherever provided. Blankets will be provided with inner sheets in all the rooms.
10. Provision of the following services and specialized staff will be ensured,
 - a. Service boys to ensure upkeep of office, room reception counter/store room/lobby etc. with provision for adequate manpower for prompt cleaning of the premises including corridors/all floors and other like parking.
 - b. Plumber (with license).
 - c. Skilled, semiskilled and unskilled staff wherever required

d. Provision of daily, weekly and monthly services as given below

DAILY SERVICES

- i) Removals of waste material from open areas and or other areas not covered under horticulture.
- ii) Sweeping and wiping of all floors, dusting and vaccumising of furniture, cup-boards telephone instruments and doors, windows, ventilators, blinds and glass partition using glass cleaning chemicals to keep all such articles dust free during the morning time.
- iii) Vacuum cleaning/washing of carpets wherever provided at the DST.
- iv) Filling water in desert/room/water coolers etc. wherever provided.
- v) Upkeep of office/classroom/hostel/hostel rooms/catering areas/library/reception counter/store/lobby etc.

WEEKLY SERVICES

- i) Mechanical washing and scrubbing of floor area with detergents, dust removing chemicals and polishing of the floor areas etc.
- ii) Removal of cobwebs, dusts, termites, insects, pests etc.
- iii) Windows sponging and cleaning.
- iv) Keeping ceiling and table/pedestal fans, air-conditioning grills dust free.
- v) Cleaning of dustbins and buckets with detergents.
- vi) Upkeep of partition glasses and panes with utmost care and by application of glass cleaning chemicals.
- vii) Detergent cleaning of sanitary wares including in toilets.
- viii) Polishing & oiling of door closers, door handles, and other brass fittings with Silvo/Brasso/Lubricants. Dusting & cleaning of Murals, Sceneries, Photo-frames, idols, etc.
- ix) Polishing of taps and other steel fittings in the toilets with Silvo/Brasso.
- x) To spray Finit/Baygon etc in rooms, office rooms, hall, dining room etc. to keep all such areas insects free. This may also be required daily The Agency will provide the Finite pump or Baygon spray and these praying material.
- xi) Shampooing/Spraying/Disinfecting all carpets.

11. The agency shall ensure that staff deployed are trained in House Keeping / catering services, bear good conduct and physically fit and healthy for the work and not more than 50 years of age. The agency will get their antecedents, character and conduct verified.

12. The skilled, semiskilled and/or unskilled persons deployed by the agency shall be of sound physical & mental health and should not be under the influence of any drug or liquor

during duty and have full knowledge & experience to competently complete the job assigned to them.

13. The agency shall deploy adequate trained manpower in all facets of Housekeeping and Catering work. The Agency shall provide necessary undertaking and documentary evidence in this regard.

E. Terms and conditions

1. The Agency shall obtain necessary license, permit, consent, sanction, etc., as may be required or called for from / by local or any other authority for doing such work. The Agency shall comply at its own cost with all applicable laws, rules and regulations in force from time to time whether of Central or State or local Govt. as applicable to him or to this contract without any liability and responsibility to DST, whatsoever it may be.

2. The Agency shall bear all taxes, rates, charges, levies or claims, whatsoever, as may be imposed by the State, Central Government or any local body or authority. The Agency shall furnish such proof of payment of compliance or the obligations including registration certificates, receipts, licenses, clearance certificates etc. as may be required by the DST from time to time.

3. The Agency shall provide and be responsible for payment of wages, salaries, bonus, social charges, insurance, food, accommodation, transport, medical and canteen facilities and other statutory privileges and facilities as applicable to its personnel as per relevant & applicable law/rules/regulations and orders of the Central Government/State Government/local authorities or other authorities as are in force from time to time.

4. The agency shall be solely responsible for compliance to the provisions of various labour and industrial laws, such as, wages, allowances, compensations, EPF, Bonus, Gratuity, ESI etc. relating to personnel deployed by it at DST Guest House or for any accident caused to them and the DST shall not be liable to bear any expense in this regard.

(ii)The agency shall make payment of wages to workers engaged by it by the stipulated date irrespective of any delay in settlement of its bill by the DST for whatever reason.

(iii)The Agency shall also be responsible for the insurance of its personnel. The Agency shall specifically ensure compliance of various Laws/Acts, including but not limited to with the following and their re enactments/amendments/modifications as below:-

1. The Payment of Wages Act 1936
2. The Employees Provident Fund Act, 1952
3. The Factory Act, 1948
4. The Contract Labour (Regulation) Act, 1970
5. The Payment of Bonus Act, 1965
6. The Payment of Gratuity Act, 1972
7. The Employees State Insurance Act, 1948
8. The Employment of Children Act, 1938
9. Minimum Wages Act, 1948

5. The security Deposit shall be released without interest after 3 months of completion of the contract period only after being satisfied of the successful completion of the contract and no liabilities from the Agency or the its employees. In case of any complaint, the security deposit shall be discharged only after adjusting all dues, liabilities etc. including withdrawals of EPF of workers engaged during contract period or after submitting the individual EPF account details to be certified by Provident fund commissioner's office, submission of receipts of payment of service tax (month wise details) duly certified by Central Custom & Excise office etc., if any, as specified in the tender at appropriate places.

6. In case of any change of constitution of the agency, the rights of DST should not suffer.

7. All personnel engaged under this contract by the Agency shall be employees of Agency. DST shall not have any liability/ responsibility to absorb the persons engaged by the Agency and/or to extend any type of recommendation etc. for obtaining any job in DST or elsewhere.

8. The Agency shall maintain all records/registers as required to be maintained by him under various labour laws and other statutory laws in force and as amended from time to time, mentioned above and produce the same before the Statutory Authorities as well as the Authorities of DST as and when required.

9. It shall be the Agency's responsibility to take protective measures to protect the property and persons and prevent accidents during the contract period. He shall indemnify the DST against all claims of damage or injury to any person or persons or property resulting from and in the course of this contract. The Agency shall keep the DST indemnified against all the claims and liabilities.

10. A local representative of Agency shall be In-charge of the entire contract and shall be responsible for the efficient rendering of the services under the contract. While working at the premises of Guest House, they shall work under directives and guidance of the Officer In charge appointed by the Department, and will be answerable to DST. This will, however, not diminish in any way, the agency's responsibility under contract to the DST.

11. A senior level representative of the Agency shall visit Guest House premises at least once-a week and review the service performance of its personnel. During the weekly visit, Agency's representative will also meet the DST officer/Officer In-charge of the Guest House dealing with services under the contract for mutual feed back regarding the work performed by his personnel and removal of deficiencies, if any, observed in their working. The day-to-day functioning of the services shall be carried out in consultation with and under direction of the DST

12. The agency shall not deploy or shall discontinue deploying the person(s), if so desired by the DST at any time without assigning any reason whatsoever. The Agency shall ensure that any replacement of the personnel, as required by DST for any reason specified or otherwise, shall be effected promptly without any additional cost to the DST. The personnel being deployed shall ordinarily be continued and would not be changed without written intimation and consultation with DST.

13. The agency shall ensure that the personnel deployed by it are disciplined and do not participate in any activity prejudicial to the interest of the DST/Govt. of India/any State/or any Union Territory.

14. The Agency shall maintain good standard of services as indicated. The performance of the agency will be reviewed on monthly basis and in case the Services are not found up to the mark the Agency's contract will be terminated even before the expiry of contract period by giving one month's notice.

15. DST reserves the right to reduce or increase the manpower for housekeeping, if considered necessary. In either case the contract amount payable to the Agency shall stand modified under the Contract on pro-rata basis.

16. In case any personnel of the Agency is implicated in any law suit or is injured by any person or group of persons agitating mob etc. during the course of performing his duty/their duties for DST it shall be the

sole responsibility of the Agency to defend its personnel in the court of law or to extend all medical and financial help etc. without charging any cost to the DST.

17. In case it is found that any theft, pilferage, loss or damage has occurred to the person, property or premises of the DST Guest House due to negligence of personnel in performing his/ her duty and /or absence from the place of duty and/or not providing substitute by the Agency or any other reason, the cost of all such losses or damages as assessed by DST shall be recovered from the Agency's Monthly bill or from his security. In such matters, where required, the agency will investigate and submit a report to DST and maintain liaison with the police. FIR will be lodged by DST, wherever necessary. If need be, joint enquiry comprising of both the parties shall be conducted and responsibility fixed.

18. In case DSTs implicated in any law/suit on account of not fulfilling of any or all obligations under any law or due to performing the duties by any personnel of the Agency, all cost of defending such suit settlement of claims penalty etc. shall be born by the Agency or recovered from the due amounts payable to the agency and/or from the security deposit held by DST.

19. The agency shall ensure that all staff appointed by them is fully loyal-to and assist the DST during normal periods as well as during strike and other emergencies for the protection of personnel and property both moveable and immoveable to the entire satisfaction of the DST.

20. In the event of any accident and/or injury, in respect of which compensation may become payable under the Workman's Compensation Act-VIII of 1923 including all amendments there of, Authorized officer of DST shall have full powers to retain out of any sums payable/becoming payable to the Agency, any sum as may be deemed sufficient to meet such liability on receipt of award of compensation from the competent authority under the said act, and the same shall be adjusted from this amount. Any shortfall shall be recovered and any excesses shall be refunded. The opinion of the Authorized officer of DST shall be final in regard to all matters arising under this clause.

21. In the event of any person deployed by the agency being on leave/absent, the agency shall ensure suitable alternative arrangement to make up for such absence. To meet such eventualities the agency shall make provision for leave reserve.

22. The agency shall arrange to maintain at the reception the daily shift-wise attendance record of the personnel deployed by it showing their arrival and departure time. The Agency shall

submit to DST an attested photocopy of the attendance record and enclose the same with the monthly bill.

23. Before submission of the bill, the Agency shall ensure that the payment of persons deployed by the Agency have been made for the billed period.

24. No request for making advance payment on any ground shall be entertained.

25. Under no circumstances Agency is entitled to claim any charges over and above the charges prescribed in the terms of this contract.

26. There would be no increase in rates payable to the Agency during the Contract period except reimbursement of the statutory wages revised by the Government.

27. The Income-tax as applicable shall be deducted from the bill unless exempted by the Income-tax Department.

28. During the course of the contract period, the agency shall deposit service tax at prevailing rates as per GOI norms.

29. In case of non compliance/non-performance of the services according the terms of the contract, the DST shall be at liberty to make suitable deductions from the bill without prejudice to its right under other provisions of the contract.

30. The decision of DST in regard to interpretation of the Terms & Conditions and the Agreement shall be final and binding on the Agency.

31. In case of failure of the Agency in fulfilling the contract, the competent authority of DST may at its discretion, terminate the contract either in part or full of the total services provided by giving one month advance notice to the Agency assigning reasons thereof. On termination of the contract, it shall be the responsibility of the Agency to remove his men and materials within two days or date specified by DST. DST shall not indemnify any loss caused to the agency by such terminations, whatsoever it may be.

32. That, if at any stage during the period of the contract any case involving moral turpitude is instituted in a court of law against the Agency or its employees, the DST reserves exclusive and special rights for the outright termination of the contract without any notice to the Agency and in that event the Agency shall not be entitled to any compensation from the DST.

33. The Agency shall not assign or sub-contract any of these contracts. In case of violation/contravention of any of the terms and conditions mentioned herein, the DST reserves the right to terminate the agreement forthwith without giving any notice to the Agency and

without prejudice to its right to recover damages and other charges/cost to the DST from amount payable to him or otherwise.

34. Any violation of instructions/agreement or suppression of facts will attract cancellation of agreement without any reference.

35. An agreement shall be signed with the successful bidder as per specimen enclosed.

36. In case the Agency or any of his employees fails to fulfill his/ their obligations for any day or for any number of days to the satisfaction of the DST for any reason whatsoever, the Agency shall pay by way of liquidated damages, a sum to be decided by the DST per day for the entire numbers of such days and the DST shall, without prejudice to its other rights and remedies shall be entitled to deduct such damages from the money if any payable by it to the Agency.

37. If the performance of the Agency is found poor and despite instructions, he fails to improve the same, the DST shall be liable to recover any amount towards penalty or losses as decided by the authorized officer and to terminate the contract without any notice. The Agency shall not be entitled for compensation to any loss which he may incur in this regard.

38. The Authorized officer/Committee of DST shall be the sole authority to decide and judge the quality of the service rendered by the Agency and all other matters and his decision shall be final and binding.

39. If the successful Agency fails to maintain declared and required number of qualified manpower, the Agency shall be liable to pay penalty to DST.

40. The Agency shall ensure that none of his worker/supervisor except those permitted in writing stay in the Guest House premises when not on duty. In the event of noticing such an incident a penalty of Rs.5,000/- will be imposed. However, provision for a change room/rest room will be provided by DST for employees on duty. Stay in the hostel rooms are strictly prohibited and shall be ensured by the Agency.

41. In case of any dispute or differences arising on terms and conditions, the decision of the Department (DST) shall be final and bound to all. However the provisions of Arbitration and Conciliation Act, 1996 shall be applicable.

OBLIGATION OF DST

The DST shall provide and maintain:-

- (i) Furnished room as per the requirement.
- (ii) Air Conditioners, Voltage Stabilizer, T.V., EPABX and Telephone instruments, Geysers, Invertors with batteries and their maintenance
- (iii) Provision of curtains, Blankets, Looking Mirror, Towel Bed Sheets Bed Cover etc.
- (iv) Telephone and Extension if required.
- (v) Provision of Watch and Ward Security arrangements for Vigyan Sadan Guest House Cum Transit Hostels.
- (vi) Electrical Tube Lights, Bulb etc. initial supply and replacements.
- (vii) Payment of Electrical ,Water,Telephone, bills House Tax, Municipal Tax shall be made by DST.
- (viii) Renovation/Additions to the Building for the efficient usage.
- (ix) Matter relating to Civil or Electrical Department of CPWD, DJB,DVB,MCD etc shall be coordinated by DST.
- (x) Racks, Almirahs, Locking arrangements ets if required.
- (xi) Allotment of Guest House rooms and collection of charges between 9:00 A.M. to 5:00 P.M. and depositing of the amount in the Government Account.
- (xii) Maintenance of Visitors register rent collection register expenditure controlled register stock register and security register etc.
- (xiii) Over all supervision and coordination in the matter of Transit Hostel and Common Guest House and Complete premises.
- (xiv) Allotment of Transit Hostels accommodation and matter related to Vigyan Sadan Transit Hostels.
- (xv) Allotment Rules for Common Guest House and Transit Hostel and their revision.
- (xvi) Reviewing of the situation from time to time and making its suggestion/recommendations for improvement of Service etc.

(Clause 6 of C-1 of Annex-IV)

DAILY CHECKLIST FORM- Common Guest House Building

Date:

Overall Housekeeping and Maintenance of Common Guest House Building: Satisfactory/Not satisfactory

Name and Signature of Agency

Issue Observation Remarks

- | | |
|--|---------|
| 1. Material received are branded ones and stored properly | Yes /No |
| 2. All areas cleaned and no areas left out | Yes /No |
| 3. Building readied timely | Yes /No |
| 4. Workers are found in uniform | Yes /No |
| 5. Dusting of tables, chairs, furniture done | Yes /No |
| 6. Glass panes/windows/doors cleaned | Yes /No |
| 7. Floors are hygienically cleaned | Yes No |
| 8. Toilets hygienically cleaned | Yes No |
| 9. Replenished naphthaline balls,
odonil, soap cakes in toilets | Yes /No |
| 10. Garbage/ waste cleared from dust bins | Yes /No |
| 11. Garbage/waste collected
disposed-off in poly. Bags | Yes /No |

- | | |
|--|---------|
| 12. Stair case/Veranda cleaned with Surf Weekly | Yes /No |
| 13. Tables, chairs etc. moved and swept – weekly | Yes /No |
| 14. De-pesting is done once in a week | Yes No |
| 15. Toilet paper rolls/liquid soap available | Yes /No |
| 16. Terrace cleaned – monthly | Yes No |
| 17. Drainage system is functioning properly.
No leakage/overflow observed | Yes /No |
| 18. Any other item (Please Mentioned Clearly if found un-satisfactorily) | |

(Clause 6 of C-1 of Annex-IV)

DAILY CHECKLIST FORM- OPEN AREA

Overall Housekeeping and Maintenance of Open Area: Satisfactory/Not satisfactory

Name and Signature of Agency

Issue Observation Remarks

- | | |
|---|---------|
| 1. Sweeping/ cleaning of Roads inside the premises | Yes /No |
| 2. Sweeping/ cleaning open areas inside the boundary wall | Yes/No |
| 3. Garbage collected and properly covered for disposal | Yes /No |
| 4. Disposal done properly | Yes /No |
| 5. Drainage system functioning properly- No overflows anywhere. | Yes/No |
| 6. Parking area in front of building cleaned | Yes/No |
| 7. Security cabin cleaned | Yes/No |
| 8. Papers/polythene bags/waste materials removed | Yes/No |
| 10. Garages/car parking | Yes /No |
| 11. Footpath Outside Guest House premises on front side | Yes/No |
| 12. Any other item (Please Specified in brief if any found) | |

(Clause 6 of C-1 of Annex-IV)

DAILY CHECKLIST FORM- RECEPTION

Date:

Overall Housekeeping and Maintenance of Reception Area :

Satisfactory/Not satisfactory

Name and Signature

of representative of Agency

Sl.

No.

Issue Observation Remarks

1. Supervisor/Receptionist and Room boys

Available round the clock in proper uniform

Yes /No

2. Attended to guests immediately by

Receptionist and Bell boy

Yes/ No

3. Set of newspapers (2 Hindi & 2 English)

placed in reception

Yes/ No

4. Welcome kit placed in the room

Yes/ No

5. Toiletries as per scope of work placed in bath room

Yes/ No

6. Tea/coffee tray replenished with sachets as per menu

Yes/ No

7. News paper provided in the room

Yes/ No

8. Status of fixtures and fittings ascertained- In order

Yes/ No

9. Linen (bed sheets, towels, etc.) provided

fresh/Changed as per stipulated frequency

Yes/ No

- | | |
|---|---------|
| 10. Room boys presented themselves and behaved properly. | Yes/ No |
| 11. House keeping service of Hostel Block done | Yes/ No |
| 12. Check-in/Check-out formalities done in a pleasing manner. | Yes/ No |
| 13. Feed back forms duly filled in handed over | Yes/ No |
| 14. No due certificate issued to guest by supervisor | Yes/ No |
| 15. Any other item (Specified clearly if any) | Yes/ No |
| 16. Complaints, if any | Yes /No |

(Clause 3 of C-2 of Annex-IV)

FOOD MENU**:- BED TEA/COFFEE:-**

Tea/Coffee (as per request)

:-BREAKFAST:- ((any one Variety of item ,at a time)

1. Juices - Fresh/Canned Seasonal Fruit Juice/ Canned Tomato Juice
- OR Fresh Fruit Platter - (Min. two Seasonal fruits)
2. Breakfast Cereals - Wheat Flakes/Corn Flakes with Hot / Cold Milk
3. Eggs to order - Boiled/ masala/ plain Omelette
4. Bread - Brown / White Toast/ Hash Brown with Butter, Jam and Sauce
6. Main Course - Idli/Dosa with Sambhar and Coconut or Tomato Chutney/
or Stuffed Paratha and Curd / Aloo Puri or Cholley Bhature
7. Tea/Coffee/Milk

LUNCH/DINNER

1. Soup – (Any one, at a time) Cream of Tomato or Sweet Corn or Soup/ Veg Soup
2. Salads - Two types of Salads including Green Salad

Main Course :- (At a time any one variety of the dishes to be served on rotation/demand basis)

3. One Paneer Dish (Any one, at a time) - Shahi Panner/ Matter Paneer/ / Kadhai Paneer
4. One Seasonal Vegetable - Mix Veg / Kofta /Bhindi/ Cabbage/Cauliflower/ boiled (Any one, at a time) (Vegetables)/
Dum Aloo/ baby corn. (Any one, at a time)
5. One Dal - Yellow Dal Tadka/ Dal Makhani/Rajma/ Chane/ Sambardal
6. Rice - Steamed Rice/Zeera Rice/ Veg Pulao/ Fried Rice
7. Curd - Plain Curd/Boondi Raita/Mix Raita
8. Breads- Tawa roti/Parantha

9. Achaar + Papad + Chutney (Mint-Coriander) and one item of Sweet. (Food served to the Guest by the Firm will be charged by the firm as per the rate list of the Food Menu. Arrangement of raw material for food will be responsibility of the firm)

(Clause 5 of C-2 of Annex-IV)
PROFORMA FOR HYGIENE AUDIT

1 Head gears/caps are worn Yes /No

2 Gloves are worn Yes /No

**3 Smoking, eating or chewing of tobacco, zarda, gutka
etc spitting, are strictly prohibited –
Prohibition observed or not** Yes /No

Remarks: Satisfactory/Not satisfactory

Name and Signature of Agency

(A) Food Preparation

**(i) Food indexing- the menus are being decided to ensure food
Variety** Yes /No

(ii) Food Safety Yes /No

(iii) Is the food prepared properly under hygienic conditions Yes /No

(iv) Are the prepared items covered properly Yes/ No

(v) Proper cleaning of the utensils Yes/ No

(B) Kitchen/Pantry Hygiene

(i) Floors are hygienically clean Yes/No

(ii) Walls are dust /damp free Yes/ No

(iii) Furniture is regularly cleaned Yes/ No

(iv) Washing area provides hygienic environment Yes/ No

(v) Cooking counter is adequately clean Yes/ No

(C) Condition of Equipment in Food Preparation

- | | |
|----------------------|---------|
| (i) Work worthy | Yes/ No |
| (ii) Clean | Yes /No |
| (iii) Safe to handle | Yes/ No |

(D) Food Handler's Health

- | | |
|-------------------------------------|---------|
| (i) Health check up done or not | Yes /No |
| (ii) Nail are cut clean and healthy | Yes No |

(E) Hygiene of Eating Place

- | | |
|-----------------------------------|---------|
| 19 Floor is hygienically clean | Yes/ No |
| 20 Walls are dust/damp free | Yes/ No |
| 21 Furniture is regularly cleaned | Yes/ No |

(F) Food Quality

- | | |
|--|---------|
| (i) Palatability is tasted by the Company's Representative | Yes/ No |
|--|---------|

General Observations

(i) Exhaust System is working	Yes/ No
(ii) Garbage disposal is done regularly	Yes/ No
(iii) Drainages system is functioning	Yes/ No
(iv) Washing area provides hygienic environment	Yes/ No
(v) Service counter(s) are adequately clean	Yes /No
(vi) Utensils are properly cleaned	Yes/ No
(vi) Kitchen staff are in uniform/Service Boys are in uniform and wearing gloves and caps	Yes/ No
(vi) Potable Drinking water arrangements neatly done	Yes/ No
(vii) Utensil washing area is properly maintained	Yes/ No
(viii) All items as per Menu provided	Yes/ No
(ix) Serving tables covered with white clothe with coloured frills	Yes/ No
(x) All items in orderly manner and are in a presentable manner	Yes/ No
(xi) Finger nails trimmed and clean & Bathing daily	Yes/ No
(xii) Storage area/ fridge is clean	Yes/ No
(xiii) Fly Catcher working satisfactorily	Yes/ No